



United States District Court for the Eastern District of Washington

VACANCY ANNOUNCEMENT 2021-3 Operations Specialist Spokane, Washington

The United States District Court for the Eastern District of Washington is currently accepting applications for a permanent, full-time Operations Specialist. Join a highly motivated, agile, and engaged team, where excellence is the standard!

Position:	Operations Specialist
Salary Range:	CL 25 - \$42,747 - \$69,462, depending on experience
Schedule:	Monday – Friday, 8 am – 5pm
Duty Station:	Spokane, Washington
Opening Date:	April 21, 2021
Closing Date:	Open until filled – preference given to applications received before close of business on Friday, May 14, 2021.

POSITION OVERVIEW:

The Operations Specialist is a generalist position, serving both the Operations and Jury Teams in the Clerk's Office. Often the first point of contact for the public and Bar, this position provides administrative support in all aspects of operations, including customer service, mail processing, cashiering, financial reconciliation, intake, records management, etc. In addition, this position provides significant support and assistance in the administration of the jury selection process, naturalization, and outreach. The Operations Specialist reports to the Jury Administrator.

DUTIES:

Operations Support:

- Provides exceptional customer service both in person at the court's public intake counter and on the phone to members of the public, attorneys, law firm staff, and Court staff. This includes providing walk-in assistance, receiving and filing documents and fees, and providing information on case events, local rules of court and other court processes and filing requirements. Phone support includes answering phone calls to provide case related and procedural information, technical assistance and troubleshooting of problems that arise for the users of the court's case management system.
- Receives, sorts, and distributes all incoming mail. This includes scanning relevant documents into the court's case management system and assigning new case numbers when necessary. Logs and receipts funds received through the mail.
- Receives and reviews documents to determine conformity with appropriate rules, practices, and/or court requirements. Files documents meeting requirements.
- Performs quality control review of docketed entries. This includes verifying appropriateness of events entered, reviewing the accuracy and completeness of documents filed, and ensuring effective case management steps are taken in response to the document filed. Civil and criminal case information and events are also summarized and typed on the case docket.
- Maintains all aspects of the file system for case records that exist in paper format, to include lifting and moving boxes weighing up to 25 pounds.

Jury Clerk:

- Assists in the preparation, mailing, and follow-up of juror qualification materials. Assists in the receipt, processing, and sorting of qualification questionnaires. Takes appropriate action to ensure compliance with questionnaire submission requirements.
- Coordinates empanelment of juries for judges, to include monitoring and recording juror attendance. Conducts juror orientation as needed.
- Responds to public inquiries by telephone or in person. Assists jurors with daily parking validation, certificates, and questions.
- Prepares routine correspondence to prospective jurors regarding incomplete questionnaires, and to persons failing to return their questionnaires.
- Processes payments for jurors.

Miscellaneous:

- Assists with Naturalization Ceremonies.
- Participates in and assists in the planning of Outreach events.
- Receives fees and processes receipts.

- Travels to other court offices, as assigned.
- Provides relief coverage at intake counter to cover employee breaks and lunches.
- Performs other duties, as assigned.

QUALIFICATION/EXPERIENCE:

The starting salary is dependent upon experience and qualifications. (Minimum requirement of high school graduation or equivalent, and at least one year of specialized work experience is required, including at least one-year equivalent to work at the CL-24 level.)

Specialized experience is defined as progressively responsible clerical or administrative work requiring the routine use of specialized terminology, application of specialized rules, and processing of specialized documents, such as to be found in a law office, court or a bank, real estate, or insurance office. Such experience should include routine interactions with customer.

Qualifications and skills:

- Excellent interpersonal skills;
- Excellent verbal and written communication skills;
- Attentiveness to detail;
- Strong work ethic;
- Strong computer skills;
- Ability to exercise mature judgment and sound ethics;
- Ability to multitask under strict deadlines;
- Ability to be patient and adaptable to communication styles and needs of others; and
- Professional appearance, demeanor and conduct.

Court Preferred Qualifications:

In addition to the minimum qualifications stated above, preference will be given to applicants who are able to demonstrate:

- Additional years of specialized work experience beyond the minimum one year required.
- Knowledge of and experience with the court's Local Rules and case management (CM/ECF) system.
- Prior work experience in civil and criminal case processing.
- Prior work experience in jury administration.
- Work experience in a Clerk's Office of a federal court is highly preferred.

BENEFITS:

Judiciary employees serve under excepted appointment (not civil service). The Federal benefit package includes:

- Ten paid federal holidays
- Paid annual and sick leave
- Retirement benefits under the Federal Employees Retirement System (FERS-FRAE)
- Tax deferred retirement savings and investment plan under Thrift Savings Plan (TSP) with employer matching contributions
- Health benefits under the Federal Employees Health Benefit Program (FEHB)
- Dental and Vision benefits under the Federal Employees Dental and Vision Program (FEDVIP)
- Life insurance benefits under the Federal Employees Group Life Insurance Program (FGLI)
- Flexible Benefits Program for Health Care Reimbursement and Dependent Care Reimbursement
- Federal Long-Term Care Insurance Program (FLTCIP)
- Flex Lite Program
- Telework Program
- Public Service Loan Forgiveness Program

CONDITIONS OF EMPLOYMENT:

Employees must be United States citizens or eligible to work in the United States.

Employees are required to adhere to a Code of Ethics and Conduct for Judicial Employees, which is available to applicants to review upon request.

Employees of the United States District Court are Excepted Service Appointments, and as such are at-will and can be terminated with or without cause by the Court.

The position is classified as a sensitive position within the federal judiciary. The successful candidate for this position will undergo an FBI fingerprint check and retention will depend upon a favorable suitability determination from this background check. The incumbent may be subject to periodic updates.

The Federal Financial Management Reform Act requires employees direct deposit their federal wages.

APPLICATION PROCEDURES:

Qualified applicants should submit **one PDF. application package**, including a cover letter explaining how their experience relates to the position requirements, a resume detailing all relevant experience, education and skills, and a completed Application for Judicial Branch Employment (Form AO 78) available on the court's website (www.waed.uscourts.gov) Please submit applications to: hr@waed.uscourts.gov

If your application packet does not include all information requested, you may lose consideration for this position. Only applicants selected to proceed to the next phase of the selection process will be notified. Unsuccessful applicants will not receive notice.

Applicants selected for interviews must travel at their own expense. Reimbursement for travel and/or relocation is not available.

The U.S. District Court reserves the right to modify the conditions of this job announcement, or to withdraw the job announcement without prior notice.

Excellence in Court Administration, and Optimal Service to the Public, Court and Bar.
Equal Employment Opportunity Employer.